

SPECIFICATION AMENDMENTS:RECEIVED
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Please amend the specification as indicated:

Please replace paragraph [1028] with the following amended paragraph:

[1028] The interfaces 206 may take various forms such as terminal emulators, screen scrapers, application interfaces, database calls, command line entries, and web-based and/or Java-based interfaces, among others. The interfaces 206 may include a service request interface 212, a dispatch system interface 214, a geo-location interface 216, a status interface 218, a frame system interface 220, a scoring interface 222, a statistical knowledge interface 224, a billing system interface 226, a user interface 228, and an inventory provisioning interface 230. The service request interface 212 may interact with a service request system or a service order provisioning system. In one exemplary embodiment, the service support system 200 acquires service orders and service requests from a service request system such as a WFA/C via the service request interface 212. In an alternate embodiment, service requests and service orders may be acquired from a service order provisioning system via the service request interface 212. The service orders and requests may come as word documents, text documents, delimited text files, fielded files, or data files. In one exemplary embodiment, the service support system 200 may interface with a service order provisioning system and a service request system. The service request image file from the service order ~~processing~~ provisioning system may be compared with a service order or request from the service request system such as WFA/C. In this manner, service requests may be further authenticated or verified.

Please replace paragraph [1032] with the following amended paragraph:

[1032] Mitigating and processing service orders and service requests may involve manipulations to frames and central office equipment. A frame system interface 220 may be provided to access systems such as a Frame Operations Management System (FOMS). Task information associated with a service order may be transmitted to the FOMS system and information about completion of the task or status of the task may be transmitted to the service support system 200 through the frame system interface 220. Other systems involving internal dispatches may also be provided

by interfaces such as the WFA/DI. Furthermore, inventory tracking systems and assignment systems may be provided similar interfaces.

Please replace paragraph [1041] with the following amended paragraph:

[1041] The order status module 234 may acquire information from technicians, Frame Operations Management Systems (FOMS), and other systems such as WFA/DI and WFA/DO to determine the status of an order. In one exemplary embodiment, tasks associated with the service order may include manipulation of frames and central office equipment as well as tasks utilizing a mobile service technician. In ~~theses~~ these situations, before a service order should be reported as complete, both the central office equipment tasks and the mobile service order tasks should be complete. The order status module 234 may delay reporting completed status until all the expected completion data is acquired. The service order module may interact with a dispatch system interface 214, a frame system interface 220 or an inventory provisioning interface 230 to acquire the appropriate information. Subsequently, the order status module 234 may communicate through a status interface 218, a billing system interface 226, a statistical knowledge interface 224, or a user interface 228 to communicate order status. In one exemplary embodiment, a web-based status interface 218 may access the order status module 234 to acquire service order status data associated with a CLEC.

Please replace paragraph [1047] with the following amended paragraph:

[1047] As tasks are completed, the service support system 302 may receive notification through the GCAS 332 or the FOMS system 314. As service order tasks are complete, the service order system 302 may store the status of completed tasks and the status of the service request as a whole. The status may be reported through a service order processing (SOP) system 304, in which case billing may be generated. The service support system 302 may also report status completes through a provisioning order status system (POS) 320 and a local access service request (LASR) system 324. The POS system 320 may be a web-based interface to provide CLECs with information associated with service requests. The LASR system 324 may provide statistical data on service request completions associated with those service requests requested by CLECs.